

Business as usual - visiting our offices during the COVID-19 outbreak

We want to re-assure you that we are operating business as usual, as far as possible, and we are here to support you, whilst following Government advice.

Our focus is on maintaining our usual high standards of service whilst ensuring that the health and wellbeing of our clients and staff remains our priority.

Where possible we are encouraging our clients and contacts to have online meetings with us via any communication method which is suitable.

Other than not always being able to meet face to face, all of our clients will continue to receive the best quality legal service in a timely fashion.

We appreciate that Government guidance is changing rapidly as we enter 2022 but If you do need to visit our offices, please read the following general guidance.

IMPORTANT - Please do not visit our offices, even if invited, if you are showing any symptoms of COVID-19 (high temperature, persistent cough, or loss of taste and smell).

Visits by prior appointment only

Some of our staff are still working remotely and most matters can be dealt with via telephone, video call or email. Where a face to face meeting is required, it will be by appointment only.

Please try not visit our offices unless you have a pre-arranged appointment or have been requested to attend to deliver documents etc.

When arriving at the offices

During office hours the main doors should be open. If they closed on arrival please ring the bell at the entrance to Hinton House and wait to be invited in.

Please be aware that we suggest all clients to use the hand sanitiser provided, upon arrival, and there will be no physical contact, such as a handshake.

Please try to arrive on time

Please ensure you arrive at the scheduled time for your appointment. If you arrive early we will try to accommodate you but you may be asked to wait outside until the agreed time.

We will endeavour to keep any meeting as short as possible and would encourage you to try to do the same.

Agree who is attending the meeting

Please ensure that when you arrange the appointment that you agree who will be attending with you, to ensure that we can accommodate them.

We may not be able to accommodate additional attendees, without prior notice, and they may be asked to wait outside.

Wearing a Face Covering

The Government guidance as at 10th December 2021 requires the wearing of a face covering when visiting our offices. If you are exempt please let the person arranging your visit know on arrival.

Taking notes and signing documents

Please bring your own pen to the meeting in case you need to take notes or sign documents. We can provide pens but please take them home with you following the meeting.

Further Guidance

If you are unsure of any of the above, or have any questions, please don't hesitate to call us on 01202 292 424. We will be more than happy to help.

We thank you for your co-operation and look forward to being of service to you.

For further information our 'COVID-secure' work place Risk Assessment can be found on our website:-

<https://www.prestonredman.co.uk/cms/document/covid-19-workplace-risk-assessment---published-v4.pdf>